


| | | | | |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------|------------|
|  | The Johns Hopkins Hospital Interdisciplinary Clinical Practice Manual Patient Services | <i>Policy Number</i> | PAS009 | |
| | | <i>Effective Date</i> | 05/01/2010 | |
| | | <i>Approval Date</i> | 04/27/2010 | |
| | <i>Subject</i> | Service Animal for Patient/Visitor Policy | <i>Page</i> | 1 of 5 |
| | | | <i>Supersedes</i> | 09/01/2007 |

Keywords: service goal, guide dog, service animal

| Table of Contents | Page Number |
|----------------------------------------------------------|-------------|
| I. OBJECTIVES | 1 |
| II. INDICATIONS FOR USE | 1 |
| III. DEFINITIONS | 1 |
| IV. RESPONSIBILITY | 2 |
| V. PROCEDURE | 2 |
| VI. REPORTABLE CONDITIONS | 4 |
| VII. DOCUMENTATION | 4 |
| VIII. EDUCATION AND COMMUNICATION | 4 |
| IX. SUPPORTIVE INFORMATION | 4 |

I. OBJECTIVES


It is the policy of The Johns Hopkins Hospital to comply with the requirements of the American with Disabilities Act, as amended, and the Department of Justice's implementing regulation Section 504 of the Rehabilitation Act on 1973, as amended, that broadest access be provided to service animals and that persons using service animals be afforded independent access to the Hospital. Except as specified below, it is anticipated that a person using a service animal shall generally be afforded the same access to the Hospital as that afforded the public in general.

II. INDICATIONS FOR USE

- A. This policy shall apply to all inpatients, outpatients, and visitors of The Johns Hopkins Hospital using a service animal.
- B. For JHH employees on duty who require service animal support, please consult with the Office of Workforce Diversity.

III. DEFINITIONS

| | |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disability | An "individual with a disability" means a person who has a physical or mental impairment that substantially limits one or more major life activities including, but not limited to, walking, talking, seeing, breathing or hearing. |
| Service Animal | Any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including but not limited to: <ul style="list-style-type: none"> • guiding individuals with vision impairments; • alerting individuals with hearing impairments to sounds; • assisting individuals with mobility impairments with balance. |
| Direct Threat | A significant risk to the health or safety of others that cannot be eliminated or mitigated by a modification of policies, practices, or procedures, or by the provision of auxiliary aids or services. In determining whether a service animal poses a direct threat to the health or safety of others, The Johns Hopkins Hospital shall make an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk. |


| | | | |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------|------------|
|  | The Johns Hopkins Hospital Interdisciplinary Clinical Practice Manual Patient Services | <i>Policy Number</i> | PAS009 |
| | | <i>Effective Date</i> | 05/01/2010 |
| | | <i>Approval Date</i> | 04/27/2010 |
| | <i>Subject</i> | <i>Page</i> | 2 of 5 |
| | Service Animal for Patient/Visitor Policy | <i>Supersedes</i> | 09/01/2007 |

IV. RESPONSIBILITY

- A. Service Animal Handler
 1. Controls the animal and provides the animal with food, water, and other necessary care or to make such arrangements through family members, friends or accompanying person (not including staff).
 2. Cleans up promptly after the service animal or have family members, friends, or accompanying persons.
 3. If the service animal becomes out of control and the handler has not brought the animal under control within a reasonable amount of time, the handler must immediately remove the animal from The Johns Hopkins Hospital or have family members, friends or accompanying persons do so.
- B. Healthcare Provider/Staff
 1. If a staff member is not certain that an animal is a service animal, he or she may ask the service animal handler/s if the animal is used because of a disability and ask what specific task the animal has been trained to perform. If the animal is not a service animal, it will not be permitted in any area of The Johns Hopkins Hospital. Exception will be made for animals permitted under ICPM policy [PAS 013 Animal Assisted Activities](#).

V. PROCEDURE

- A. A service animal shall be permitted in any area of the Hospital that is unrestricted to inpatients, outpatients, or visitors provided that the service animal does not pose a direct threat and that the presence of the service animal would not require a fundamental alteration in the Hospital's policies, practices, or procedures. Any decision to exclude a service animal from a particular area of the Hospital shall be made by competent medical personnel based on an individualized assessment as set forth in Definition (Direct Threat).
 1. Inpatients
 - a. Restricted Areas: Areas where a service animal shall generally not be permitted access include operating rooms and patient units where a patient is immunosuppressed or in isolation for respiratory, enteric, or infectious precautions, unless in a particular circumstance a service animal does not pose a direct threat and that the presence of the service animal would not require a fundamental alteration in The Johns Hopkins Hospital's policies, practices, or procedures.
 - b. Inpatient Rooms: Service animals shall generally be permitted in inpatient areas provided that the service animal does not pose a direct threat and that the presence of the service animal would not require a fundamental alteration in the Hospital's policies, practices, or procedures. The only time that a service animal can be excluded from an inpatient room is after the Hospital staff makes an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk. If a determination is made that the service animal cannot remain in the room assigned to the patient, the patient shall be offered the option of being placed in another comparable room.
 2. Outpatients
 - a. Restricted Areas: Service animals shall generally be permitted in outpatient areas provided that the service animal does not pose a direct threat and that the presence of the service animal would not require a fundamental alteration in the Hospital's policies, practices, or procedures. The only time that a service animal can be excluded from an outpatient area is after the Hospital staff makes an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk. If a determination is made that the service animal cannot remain in the outpatient area, the patient shall be offered the option of removing the animal or having family, friends, or accompanying persons remove the animal so the patient may continue with the visit.

| | | | |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------|------------|
|  | The Johns Hopkins Hospital Interdisciplinary Clinical Practice Manual Patient Services | <i>Policy Number</i> | PAS009 |
| | | <i>Effective Date</i> | 05/01/2010 |
| | | <i>Approval Date</i> | 04/27/2010 |
| | <i>Subject</i> | <i>Page</i> | 3 of 5 |
| | Service Animal for Patient/Visitor Policy | <i>Supersedes</i> | 09/01/2007 |

3. Allergies/Phobia:
 - a. In the event a patient or staff member is allergic to or has a phobia about animals, the Hospital shall modify its policies, practices and procedures to permit a service animal to remain with a patient in an inpatient room by, for example, moving the patient to another comparable room, changing staff schedules, or using other nondiscriminatory methods so that the presence of the service animal would not pose a direct threat and would not require a fundamental alteration in the Hospital's policies, practices or procedures. Any patient or staff member with an allergy to animals shall provide verification within a reasonable time frame of request.
4. Visitors:
 - a. Inpatients - Consistent with the provision of Sections 1, 2, 3 of Procedures above, visitors who use service animals shall be permitted to bring the animal to an inpatient area provided that the animal does not pose a direct threat or that the presence of the service animal would not require a fundamental alteration in the Hospital's policies, practices, or procedures. Any visit into an inpatient room with a service animal shall take place in accordance with The Johns Hopkins Hospital policy for all visitors. If the visitor is not permitted to bring the service animal into a particular area then the Hospital shall offer the visitor and the patient an accommodation such as, but not limited to, transferring the patient to another comparable room where unrestricted visits could occur or allowing the visit to occur in a different area that affords comparable privacy and amenities.
 - b. Outpatients - Consistent with the provisions of Sections 1, 2, 3 of Procedures above, visitors who use service animals shall be permitted to bring the animal to an outpatient area provided that the animal does not pose a direct threat or the presence of the service animal would not require a fundamental alteration in the Hospital's policies, practices, or procedures. If a determination is made that a service animal cannot remain in an outpatient area, the visitor shall be offered the option of removing the animal or having family, friends, or accompanying persons remove the animal so the visitor may continue with the visit.
5. Visits with Service Animals: In the event the service animal is not permitted in an inpatient room Hospital staff shall, upon a patient's request, arrange for visits between a service animal and its handler or a visitor who uses a service animal in an area of comparable privacy and amenities.


B. INQUIRIES:

Any questions concerning this policy may be directed to:

- The Legal Department
The Johns Hopkins Hospital
600 North Wolfe Street
Baltimore, MD 21287
(410) 955-7949, (410) 955-2273

Or

- The Johns Hopkins Health System Legal Department
Employment Affairs and Accessibility Coordination
5801 Smith Avenue, Suite 310
Baltimore, Maryland 21209
(410) 735-6515, (410) 735-6530

| | | | | |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------|------------|
|  | The Johns Hopkins Hospital Interdisciplinary Clinical Practice Manual Patient Services | <i>Policy Number</i> | PAS009 | |
| | | <i>Effective Date</i> | 05/01/2010 | |
| | | <i>Approval Date</i> | 04/27/2010 | |
| | <i>Subject</i> | Service Animal for Patient/Visitor Policy | <i>Page</i> | 4 of 5 |
| | | | <i>Supersedes</i> | 09/01/2007 |

Any questions concerning the Americans with Disabilities Act may be directed to:

- United States Attorney's Office for the District of Maryland
6625 United States Courthouse
101 West Lombard Street
Baltimore, Maryland 21201
Voice: (410)209-4800, TTY/TDD: (410)962-4462

Or

- United States Department of Justice
Civil Rights Division
Disability Rights Section
Voice: (800)514-0301 TDD (800)514-0383 Electronic Bulletin Board: (202)514-6193 <http://www.usdoj.gov/crt/ada/adahom1.html>

VI. REPORTABLE CONDITIONS

Service animals that pose a direct threat to the health and safety of others shall be reported to the Nurse Manager, or designee, of the respective unit, the Legal Department and in Patient Safety Net.

VII. DOCUMENTATION

Use of a service animal shall be documented in the patient's medical record including information regarding areas in which the animal has been restricted.


VIII. EDUCATION AND COMMUNICATION

- A copy of this policy shall be provided upon request in an accessible format to every service animal user seeking access to the Johns Hopkins Hospital. The Admitting Office will maintain copies for distribution.
- The Johns Hopkins Hospital shall instruct all medical personnel, and staff, including security personnel, on the provisions of this policy through Management Forum, Publications (e.g. Nursing Under the Dome and the Medical Staff Newsletter) Security briefings, and at employee orientation.
- This policy will be placed in the Interdisciplinary Clinical Practice Manual on the JHH Intranet site www.insidehopkinsmedicine.org/icpm. Paper distributions will be made to the Functional Unit Nursing offices in the event of web access difficulty.

IX. SUPPORTIVE INFORMATION

See Also/References -

- Interdisciplinary Clinical Practice Manual, [PAS013 Animal Assisted Activities/Therapy Policy](#)
- Americans with Disabilities Act of 1990 U.S.C. §12181 et seq.
- 28 CFR §36.104, 302 (c)
- Article 30 §33 Annotated Code Maryland effective until September 31, 2007
- Human Services Article, §7-705, (et seq) Annotated Code of Maryland effective October 1, 2007
- The Rehabilitation Act of 1973, 2a USC. §794

| | | | | |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------|------------|
|  | The Johns Hopkins Hospital Interdisciplinary Clinical Practice Manual Patient Services | <i>Policy Number</i> | PAS009 | |
| | | <i>Effective Date</i> | 05/01/2010 | |
| | | <i>Approval Date</i> | 04/27/2010 | |
| | <i>Subject</i> | Service Animal for Patient/Visitor Policy | <i>Page</i> | 5 of 5 |
| | | | <i>Supersedes</i> | 09/01/2007 |

Sponsor:

- Risk Management Committee

Developer:

- Risk Management Committee
- Legal Department - Employment Affairs and Accessibility Coordination

Review Cycle - Three (3) years**Medical Board** - Approval Date: 4/27/10; Effective Date: 5/1/10**Vice President for Nursing & Patient Services****Vice President for Medical Affairs**_____
Date:_____
Date: